

## GAMBLING PAYMENT INTERCEPT (GPI) FAQs

1. ***Who does the patron contact if the gambling payment intercept amount is disputed?***

Department of Human Services (DHS)  
Division of Child Enforcement  
303-534-3468 ext. 0 or 1-800-970-3468 ext. 0

State Court Administrator's Office (Judicial)  
Collections Unit  
303-861-1111 or 1-800-888-0001

This information is on the letter presented to the patron.

2. ***Who do licensees contact if they have password problems or difficulties in logging into the registry?***

The Colorado Interactive Help Desk at 303-534-3468, ext 0 or  
[support@www.colorado.gov](mailto:support@www.colorado.gov)

3. ***What is the turnaround time for the departments to update their database with a payment?***

A *minimum* of 24 business hours from the time the payment is received by the intercepting department. The printed receipt that you provide to the patron discloses this fact and puts him/her on notice that any subsequent gambling winnings prior to the time the department updates its database will result in another intercepted payment.

4. ***What happens if a patron wins a jackpot, the amount is intercepted, and the patron subsequently wins another jackpot the same day or perhaps the next day? Do I need to verify the patron again, even though I just ran him/her against the registry?***

Yes. The Intercept Rules require you to run each and every large jackpot (i.e., W-2G or equivalent taxable event) against the registry, even if you just checked the individual moments before. You will be required to withhold the amount again because the registry will reflect that the amount is still owed. At this point, the patron must contact the department performing the intercept to obtain a refund of the second amount withheld. The printed patron receipt will explain this to the patron.

5. ***I just processed a large jackpot of \$1,500, completed the W-2G in its entirety, and ran a check against the registry. I have already clicked on the "Complete" button and now the receipt for the patron is displayed and is ready to be printed. I suddenly realize that I mistakenly keyed in \$15,000 instead of \$1,500 as the amount of the jackpot. It's too late to start over. What do I do?***

At this point, you cannot delete the erroneous transaction. Go ahead and print the receipt, then immediately re-enter the information as if starting a new transaction and enter the correct information. Notify Colorado Interactive (CI) to clear the erroneous intercept out of the system. On the payment side of the application, there will be two pending payments for this individual. Pay the correct payment; do not process the erroneous one. This erroneous transaction will need to be cleared out of your account by CI.

**6. *Am I required to run promotional payouts against the GPI registry?***

The intercept requirement applies only to a cash award that results from a specific wager for which the licensee is required to file a W-2G or substantially equivalent form with the IRS (e.g., a 1099).

**7. *The law states that intercepted payments have to be sent within 24 hours. What do I do with a payment that was intercepted on Friday afternoon at 5:30PM?***

The Department of Revenue's regulation states that intercepted payments must be remitted within 24 business hours. Business hours are typically considered to be 8AM-5PM, Monday – Friday.

**8. *What if I am unable to access the registry because the (CI) application is down?***

The Intercept Rules state: During any acceptable period of inaccessibility of the registry to a licensee, the licensee may handle its payments to cash prize payment winners without recourse to the provisions of the Gambling Payment Intercept Act, except that the licensee must maintain a listing of cash prize payment winners during the inaccessibility period and maintain documentation explaining why the licensee was not accountable for the period of inaccessibility.

The rules further state that if the licensee cannot access the system for a period of 24 hours, the licensee must notify the Division of Gaming. Please email [casinos@spike.dor.state.co.us](mailto:casinos@spike.dor.state.co.us) Notify CI directly at 1-800-970-3468 if you encounter problems with logging onto the registry.

**9. *What if I am unable to access the registry because my casino has lost internet connectivity?***

If the issue is lost internet connectivity because of a service interruption, follow question 9 above (except you do not need to notify CI). If the issue is that the casino no longer subscribes to an internet service, then this is not allowed. Casinos are required to have internet service.

**10. *Will CI be performing periodic system maintenance and if so, will we be able to access the registry during those times?***

CI will be performing system maintenance approximately every 3-4 months. CI will notify the Division of Gaming well in advance and we will forward this information to you via the email address we have on file for you. If you attempt to run a check against the registry and are unable to log on, you have made a reasonable effort to comply.

**11. *Situation: A patron wins a large jackpot, he/she does not wish taxes to be withheld, and the W-2G is completed and signed. Then the patron finds out the amount will be checked against the GPI registry for delinquent child support. The patron then changes his/her mind and wants the maximum amount of taxes withheld. Should I void the W-2G and issue another one, withhold the maximum amount of taxes, THEN check the lesser amount against the registry?***

W-2Gs should not be voided for the purposes of avoiding an intercept and circumventing the intent of the Gambling Payment Intercept Act. Additionally, a licensee does not have the authority to allow a patron to withhold an amount greater than that required by the IRS.

**12. *Regarding statewide progressive jackpots, do the Intercept Rules apply to only the Colorado jackpots, or all winners who reside in Colorado, or all annual winners no matter where they hit or reside?***

The Intercept Rules apply only to the jackpots that are won in Colorado, regardless of where the winner resides.

**13. *Does the intercept requirement apply to the person who receives a Bad Beat?***

When players haven't made a separate wager to qualify for the Bad Beat, it is the position of the IRS that the Bad Beat would therefore not be linked to the wager. The Gambling Payment Intercept regulation states, in part, that the "cash prize payment does not apply to promotional awards, loyalty program awards or other cash prize awards not associated with a specific wagering event." Based upon the interpretation of the IRS, players receiving a Bad Beat prize would not be required to be verified against the GPI registry.

**14. *Can a jackpot winner request that 100% of his/her winnings be withheld as income taxes so that none of his/her winnings will be intercepted?***

No. According to the IRS, "the casino has no authority authorized by law to withhold 100% of gambling winnings... the law has not provided for a way to allow for such a transaction." In fact, the casino has no authority to withhold an amount greater than that required by the IRS.

**15. *If a patron has a hyphenated last name or what appears to be multiple last names, which name should be used for the GPI search?***

The casino must check all last names provided through the GPI database. Front line staff will need to communicate the need for multiple searches for a single W-2G transaction to audit staff for the search report to balance to the number of W-2Gs issued. If your casino is not currently following the above mentioned process, you must do so immediately.

NOTE: The Gambling Payment Intercept Registry will include SB 11-051: unpaid debt due to the state, effective January 1, 2012.